



Inquiry into Annual and Financial Reports 2023–2024

Answer to question on notice

Asked by: Ms Chiaka Barry MLA

Addressed to: Minister for Health

Reference: Health – Canberra Health Services

Hearing: 20 February 2025

In relation to: Website Updates

Question received: 20 February 2025

Answer Due: 03 March 2025

1. When will the work to update ACT public healthcare services' websites to comply with Web Content Accessibility Guidelines be complete.
2. Do ACT Health websites meet the requirements of the Commonwealth Digital Service Standard? Has there been any review to provide assurance that the standards have been met?
3. Has the work to update your website with information on how to access an Auslan interpreter been completed? If not, when do you anticipate this update will be done?

MINISTER FOR HEALTH: The answer to the Member's question is as follows:

1. The Canberra Health Services (CHS) website is the ACT Government's primary website for people looking for information about public health services in the ACT. The website, launched in April 2022, was developed in response to feedback from consumers. CHS surveyed 1000+ Canberrans, interviewed consumer organisations, and ran focus groups. The website was tested with Canberrans, including those with disability, before it was launched.

Monitoring and enhancing the CHS website, particularly with regard to Web Content Accessibility Guidelines (WCAG), is one of the priorities under the CHS Disability Action and Inclusion Plan (DAIP) (Easy English version). The DAIP outlines how CHS continuously improves the experience and outcomes of people with disability, their families and carers — both those accessing health care, and those who work within the health services.

The CHS website is assessed weekly against WCAG2.0. It has strong compliance against level AA (typically around 95 per cent) and CHS is working towards greater compliance against AAA. For example, CHS works to ensure content is:

- Perceivable, by:
 - Always using alt text for non-decorative images
 - Ensuring videos are captioned

- Ensuring text has a high contrast ratio with its background
- Ensuring PDFs designed for consumers are tagged for screen reader use
- Operable, by:
 - Ensuring all site functions are keyboard navigable
 - Ensuring forms have clear labels and instructions
- Understandable, by:
 - Using fonts that are easy to read
 - Using simple and straightforward language to make content easier to read and understand for all users
 - Keeping navigation menus and links consistent across the website
- Robust, by:
 - Using HTML and CSS that adhere to web standards to ensure compatibility with various browsers and assistive technologies
 - Using HTML elements according to their intended purpose (e.g., <header>, <nav>, <main>, <footer>) to ensure that content is structured logically and can be interpreted by various devices and assistive technologies.

CHS recognises that some historic documents are still to be remediated, but most are tagged and all new consumer-facing PDF documents are tagged before they are uploaded.

Due to the dynamic nature of the website, with continuous updates and new content being added, achieving full WCAG compliance is an ongoing process. CHS regularly reviews and updates the site to ensure accessibility standards are met. Consumers are encouraged to contact CHS if they have a problem using the CHS website.

ACT Health Directorate (ACTHD) content is now part of the broader act.gov.au web presence. ACT Government uses an accessibility monitoring tool to ensure the act.gov.au website continues to meet WCAG AA compliance.

2. The CHS and ACTHD websites meet the requirements of the Digital Service Standard (DSS). The DSS's principles are front of mind during regular content and functionality checks.
3. The CHS website has included information about how to access Auslan interpreting since the day the website was launched in April 2022. Please see the following link for more information: <https://www.canberrahealthservices.act.gov.au/before,-during-and-after-your-care/outpatients/before-you-arrive/help-for-individual-needs>. Additionally, there is clear guidance about how to book (and arrange payment for) an Auslan interpreter on the CHS staff intranet.

Accessibility information including how to access the National Relay Service is detailed on the ACTHD accessibility page. The link is located in the website header so that it is available on all pages.

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Approved for circulation to the Standing Committee on Social Policy

Signature:



Date:

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By the Minister for Health, Rachel Stephen-Smith